STATE OF LOUISIANA RECREATIONAL AND USED MOTOR VEHICLE COMMISSION 3132 VALLEY CREEK DRIVE BATON ROUGE, LOUISIANA 70808

(225) 925-3870 FAX # (225) 925-3869 www.lrumvc.louisiana.gov

CONSUMER COMPLAINT FORM

PROCEDURE FOR ARBITRATING CONSUMER COMPLAINTS

- 1. Discuss the situation with the dealer before you file the complaint to allow the dealer opportunity to resolve the problem.
- Complaints must be submitted on this form. Fill out the form as completely as possible.
 Be sure to complete both sides of this form. Attach copies of all the paperwork relating to the transaction or vehicle in question. DO NOT SEND THE ORIGINALS OF ANY OF YOUR PAPERWORK.
- 3. A Commission investigator will contact you once a response has been received from the dealer. Please allow 3 to 4 weeks for the investigation to be completed. A solution to the problem between the parties will be sought by the Commission through the investigator. The Commissioner will attempt to arbitrate a solution. If no agreement can be reached, the complainant may wish to seek the advice of an attorney or take the case to court.
- 4. <u>Understand that this office does not conduct litigation for individuals in matters which involve purely private controversies or civil type cases.</u>

COMPLAINT FROM	COMPL	AINT AGAINST	VEHICLE ID	
NAME	NAME	V.	YEAR	
ADDRESS	ADDRESS		MAKE	
CITY	CITY		MODEL	
STATEZIP	STATE	ZIP	VIN #	
PHONE ()	PHONE ()		TITLE #	
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PURSUANT TO THE AMERICANS WITH DISABILITIES ACT, ASSISTANCE WILL BE PROVIDED IN COMPLETING ANY FORMS REQUIRED BY THE LOUISIANA RECREATIONAL AND USED MOTOR VEHICLE COMMISSION.

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